

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, March 10, 2011 in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Paula Laundrie, JoAnn Grashberger, Helen Smits, Alison Draheim, Craig Huxford, Susan Hyland, Bill Clancy, Carole Andrews

Excused: Tom Lunch, Chairman, Susan Hyland

Also

Present: Brian Shoup, Executive Director Human Services
Jim Hermans, Child Protective Services and Juvenile Justice Manager
Jim Kasprzycki, CPS Ongoing Supervisor
Kevin Brennan, Foster Care/CPS Ongoing Supervisor
Frances Bass, CPS Intake Supervisor
Mary Johnson, CTC Administrator
Jean O'Leary, Director of Community Programs

Call Meeting to Order:

The meeting was called to order by Vice Chair Laundrie at 5:16 p.m.

2. Approve/Modify Agenda:

Andrews/Clancy moved to approve the agenda with the following modifications:

1. Agenda Item No. 5 (Study of Child Protection Services and Policy Development – 3rd Session of 4) should be moved to Agenda Item No. 3 (Approve Minutes of February 10, 2011 Human Services Board Meeting).

The motion was passed unanimously.

3. Study of Child Protection Services and Policy Development -3rd Session of 4.

Jim Hermans and his Child Protection supervisors, Jim Kasprzycki, Kevin Brennan and Frances Bass led the third phase of the Child Protective Services study and policy development.

Kevin Brennan shared a positive outcome for a recent case. In this particular case, three children were unable to return home and were in need of a permanent placement. The oldest boy was living with his maternal grandparents, the middle child was in a foster home and the youngest is living with a relative that cannot continue to care for him. The youngest boy has a brain tumor that is inoperable. Kevin expressed how important it is to have the siblings together with their grandparents.

The children's case worker has located a home builder that is willing to add onto the grandparent's home to accommodate the three children and the builder is donating their labor. The case manager has also secured the majority of the building materials needed and the materials are also being donated. This is certainly a life changing home makeover for the entire family.

Andrews/Draheim moved to create a draft resolution from the Human Services Board Members expressing gratitude to this case worker who gone beyond her expected responsibilities for this family. The draft should be presented for review and approval at the next Human Services Board Meeting.

This motion was carried unanimously.

The presentation focused on the following topics:

Quality Service Review (QSR):

The Child Protection Services (CPS) department recently received the results/findings from the last Quality Service Review (QSR). This process is a quality improvement process that is initiated by the State. It is a four day intensive process where the representatives meet with County staff, judges, corporate council, schools, parents, foster parents; anyone connected with the case to reach their conclusions.

The QSR investigated 12, which were reviewed in their entirety. Areas of strengths and challenges were identified for each unit. Some of the areas identified were as follows:

Intake Unit

Strengths Identified:

1. Initial assessment provides detailed information such as surrounding circumstances, maltreatment and adult and child functioning.
2. Workers are resourceful and have knowledge of community supports.
3. There is effective collaboration between IA and Law Enforcement.

Challenges Identified:

1. There is a perception that the agency is understaffed both on a supervisory and worker level.
2. Supervisors and workers are challenged to meet timely documentation as identified by the State.
3. High workloads and reduced work hours limit the involvement with families.
4. Workers are able to meet initial face to face response times but additional follow up with families are delayed or missing.

Child Protection Ongoing:

Strengths Identified:

1. Good collaboration between tribes and our agency.
2. There is a wealth of services and collaborative relationships by workers.
3. We have an experienced and stable workforce.
4. We have active participation and training in initiatives.

Challenges Identified:

1. There is a perception by the community of high removal rate.
2. Court ordered conditions for return of children perceived as overwhelming.
3. High case loads and reduced work hours make it difficult to meet State and Federal mandates.

Foster Care Unit:

Strengths Identified:

1. 100% of out of home caregivers had appropriate skills and capabilities to meet the needs of the foster children in their home.
2. The substitute caregivers had appropriate skills and capabilities to meet the needs of the foster children in their home.
3. The foster care coordination and matching children to homes, was perceived as very good.

Challenges Identified:

1. The sole Foster Care Coordinator is stretched too thin. Development of innovative foster care programming, a respite care program, and training can be pushed to the back burner.

Board Member Huxford asked, what happens when the Foster Care Coordinator Position (the one person) is on vacation?

A: Kevin said that he steps in and will pick up a lot of that work. He also said that there are placements that they use and that in no way will any child go un-serviced. Jim Hermans said that these type of situations really force the unit to work as a team and step in to help one another. He also said that they have written the job descriptions to help respond to emerging needs such as coverage help in certain situations.

Jim Hermans said that the goal of this study is to seek the guidance from the Human Services Board in terms of direction and policy. He said that they will assist and make recommendations to the Human Services Board members and work interactively to develop productive policies.

Jim Hermans presented some policy issues, ideas and suggestions, with keeping in mind the means the County has to accommodate these, but also staying mindful that it is children and families they work with that rely on our services and they are the most important factor.

Jim asked that the Human Services Board consider the following policies taking time to understand and review each item. When we meet in April, a more detailed discussion can take place at which time Jim and his team will be available to answer questions and go into detail about the policy initiatives.

Policy Issues

Q: Should we make contact with more families that currently required by law to investigate to offer support or assistance on a voluntary basis; especially because at some point, these families will end up in our systems anyway and we will be forced to investigate.

A: Yes. Jim said that they are working on contacting the State and expressed interest in participating in a pilot program. If funded, we could recommend using the funds to hire additional staff to continue with the program. Unfortunately due to current staff size, without funding we would not be able to take this program on.

Q: Should we divert more children from formal court and work with families on a voluntary or informal basis, lessening the number of ongoing court cases?

Should we take fewer children into emergency placement by increasing immediate front end protective and safety services?

Should we increase the number of cases satisfactorily served and closed within 60 days, lessening the number of ongoing cases?

A: Yes. In order to achieve this we would recommend the addition of two (2) new social workers for the Intake Unit along with further diversion of out of home placement dollars to purchase immediate front end protection and safety services.

Q: Should we reduce the number of children in ongoing foster care and their days in placement while reducing the time needed to achieve permanency?

A: Yes. In order to achieve this we would recommend the addition of one (1) new social worker for the Ongoing Unit. We also recommend expanded use of the coordinated services teams and permanency roundtables along with further diversion of out of home placement dollars to purchase services targeted at family strengthening or other permanency.

Q: Should we comply with all State required reporting and services standards?

A: Yes. In order to achieve this we recommend the addition of one (1) new social worker to be assigned where most needed and the addition of one (1) new support staff. This would have to be coordinated with Information Services to achieve successfully.

Q: Should we improve upon our current supervisor to staff ratio?

A: Yes. We recommend the addition of one (1) new supervisor and appointment/selection of team leaders from direct service ranks.

Vice Chair Laundrie said that these policy questions are a lot to digest and these issues are very serious and expresses passion for the children served. She said that of course, she would love to say yes to everything, but questions how to pay for all the new staff and services.

Vice Chair Laundrie asked the Child Protection Services team to report back to the Board and present options/ideas/creative thinking of how we can financially support the policy questions.

Jim Hermans clarified that the policy questions they are proposing, no new dollars are being requested. What is being requested is to use a portion of the dollars we already have and direct those more toward prevention in the forefront, rather than more cost-tied programs that can result without prevention in place.

Board Member Smits said that the idea of being proactive rather than reactive is going on the right track. She also said that it is important to note working this way should also save money in the end.

Supervisor Andrews said that the goals presented are very good; however, she wants to see how the budget items / line items are going to be rearranged (because of Jim Hermans comment on shifting dollars). Supervisor Andrews would like to have this brought to the Board. Jim said that they will respond to those concerns.

Supervisor Clancy asked shouldn't it be a given that there are laptops available for case management?

Board Member Smits said that because of the documentation load the case managers have, it would only benefit the county and the client. It would certainly provide more accurate documentation and more timely documentation.

Brian said that all departments including IS are struggling with capacity issues.

Clancy/Andrews moved that he and Supervisor Andrews would speak with IS and determine if /how they can help facilitate laptops and will report back to the Human Services Board at the April meeting.

The motion was carried unanimously.

Supervisor Clancy said that he wants to help the productivity especially because we are already short staffed. He would like to help in any way that he can. Bill will make it clear to IS that the Human Services department is happy with their service and they are not complaining in any way.

4. Approve Minutes of February 10, 2011 Human Services Board Meeting:

Andrews/Smits moved to approve the minutes dated February 10, 2011 with the following revision:

1. The location of the February 10, 2011 Human Services Board Meeting should reflect that the meeting was held at the Brown County Community Treatment Center – 3150 Gershwin Drive, Green Bay, WI

The motion was passed unanimously.

5. Executive Director's Report:

Budget Repair Bill:

Brian said that the assembly did take action this afternoon and some of the items on the bill will affect us. Some of the key points in the budget repair bill included:

- 50% cut in State revenue.
- 10% cut in Youth Aids. These funds support our Juvenile Justice programs.
- There is a structural deficit in the County budget that we will have to make up before the starting line of zero. Once we get to zero, no county can exceed it. In fact, it is restricted by law not exceed a 0% increase in the levy.
- Reduction in basic County allocation. This will affect some of the services we provide and reductions in Medicaid reimbursements. A lot of the information that is published right now is generic and we cannot get our arms around what the specific impacts will be for us yet.
- Increase in support for Child Protection Services.
- The Family Care Expansion is essentially frozen.
- The State workers would take over most of the Economic Support Services that the County currently provides.
- Cuts to Medicaid and the eligibility will be tightened.

Q: What about all the work that has been done already for Family Care?
(Supervisor Clancy)

A: Supervisor Andrews said that they did their second interview for their CEO candidates last week. They chose to proceed. They contacted Corporation Counsel for Family Care on what they should do. She said that there are funds only until the end of June a most candidates understood this.

Q: What about children with disabilities? (Supervisor Clancy)

A: Jean O'Leary said that children's waiver is still in the budget and we have a unit that is in place to work with those children and cases.

ANDREWS/CLANCY moved to receive and place on file. Motion passed by unanimous vote.

6. Financial Report:

Tim Schmitt, Finance Manager, reported that preliminary closeout figures for end of the year 2010 show favorable balances for both the Community Programs Division and the Community Treatment Center Division. He will report on the final unaudited 2010 financials in April.

ANDREWS/HUXFORD moved to receive and place on file. Motion passed by unanimous vote.

7. Community Treatment Center Statistical Update:

Brian Shoup reported that the psychiatric hospital census was low for the first month and half of this year and has since rebounded.

Please refer to the packet which includes this information.

ANDREWS/SMITS moved to receive and place on file. Motion passed by unanimous vote.

8. Bellin Hospital Statistical Update:

Please refer to the packet which includes this information.

Brian Shoup reminded the Board that Medicaid dollars support most of the Bellin contract.

ANDREWS/ GRASCHBERGER moved to receive and place on file. Motion passed by unanimous vote.

9. Contract Update:

Please refer to the packet which includes this information.

ANDREWS/SMITS moved to receive and place on file. Motion passed by unanimous vote.

10. Other Matters:

Next Meeting: April 14, 2010

5:15 p.m. – Sophie Beaumont Building, Board Room A

Topic: Study of Child Protection Services and Policy Development – 4th Session of 4

11. Adjourn Business Meeting:

Andrews/Huxford moved to adjourn; motion passed unanimously. Vice Chair Laundrie adjourned the meeting at 6:57 p.m.

Respectfully Submitted,

Laura L. Chartier
Recording Secretary